## LISTING OF CLAIMS

1. (currently amended) A method of obtaining solution suggestions for problems, said

method comprising the steps of:

   (1) problem identification;

   (2) automatic problem reformulation as a natural language or Boolean query; and

   (3) ~~automatic~~ automatically submitting the ~~above~~ query to ~~a~~ one or more ~~database~~

knowledge bases for searching.

2. (currently amended) A system for obtaining solution suggestions for problems, said system

~~including~~ comprising:

   means for ~~identification of~~ identifying a problem;

   ~~said system including~~ means for formulating a problem as a natural language or

Boolean query;

   ~~said system including a~~ at least one database~~,~~ ;

   ~~said system including~~ means for submitting said query ~~thereof~~ to said at least one

database ~~respectively~~

3. (currently amended) A system for obtaining solution suggestions for problems

comprising: a program embodied on a computer readable storage medium~~,~~ ; a computer

having an output device~~,~~ ;a central processing unit~~,~~ ; a communication means to one or more

knowledge search engines and databases (a knowledge search engine and a database define a

knowledge base) said program comprising~~:~~ ;

   a portion or portions responsive to user input ~~to generate~~ for generating

identification of a problem;

   a portion or portions ~~to generate~~ for generating from the identification of the

problem, automatic reformulation of the problem as a natural language query;

   a portion or portions ~~to~~ for automatically ~~submit~~ submitting the query to at

   least one

knowledge base; and

   a portion or portions ~~to provide through the output device~~ for providing

responses from the at least one knowledge base <u>to the output device</u>.

4. (original) The system of claim 3 further wherein said problem reformulation as a natural language query is done by a portion or portions of the program that translates functional relationships into semantic relationships.

5. (currently amended) The system of claim 3 further wherein said portion or portions of the program ~~to generate~~ <u>for generating automatic</u> reformulation of the problem ~~generate~~ <u>generates</u> reformulation of the problem as a natural language query or as a Boolean query.

6. (currently amended) The system of claim 3 further wherein the <u>at least one</u> knowledge base is a semantic analysis knowledge base.

7. (currently amended)The system of claim 3 wherein ~~the~~ <u>at least one</u> knowledge base is resident on <u>a</u> storage medium co-located with the computer.

8. (currently amended) The system of claim 3 wherein ~~the~~ <u>at least one</u> knowledge base is resident on a corporate server.

9. (currently amended) The system of claim 3 wherein ~~the~~ <u>at least one</u> knowledge base is remotely accessed.

10. (currently amended) The system of claim 3 wherein ~~the~~ <u>at least one</u> knowledge base is a patent collection that is remotely accessed.

11. (currently amended) The system of claim 3 wherein the program has a portion or portions ~~to access~~ <u>for accessing</u> a plurality of knowledge bases that are selected from;

at least one knowledge base resident on a storage medium co-located with the computer,

at least one knowledge base on a corporate server,

at least one knowledge base accessed by an internet link.

12. (original) The system of claim 3 wherein the query is submitted to the at least one knowledge base without intervention by a user.

13. (currently amended) The system of claim 3 in which <u>the portion or portions for generating</u> identification of the problem is done <u>by</u> an analysis ~~of~~ <u>to determine</u> functional relationships between components under consideration and the <u>portion or portions for generating from</u> automatic reformulation as a query is done by translating a functional relationship into a natural language query<u>.</u>

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14. (original) The system of claim 3 in which identification of the problem is done by root cause analysis that establishes one or more nodes between events under consideration and the automatic reformulation translates a node into a natural language query

15. (original) The system of claim 11 wherein at least one of said knowledge bases is a semantic analysis knowledge base.

16. (new) A computer program product for programming one or more processors to perform a method of obtaining solution suggestions to problems the method comprising the steps of;

   problem identification;

   automatic problem reformulation as a natural language or Boolean query; and

   automatically submitting the query to at least one knowledge base for searching; and

   presenting solution suggestions that result from searching of the one or more knowledge bases.

17. (new) The computer program product of claim 16 further wherein said problem reformulation as a natural language query is done by a portion or portions of the program that translates functional relationships into semantic relationships.

18. (new) The computer program product of claim 16 further wherein one or more of the at least one knowledge base is a semantic analysis knowledge base.

19. (new) The computer program product of claim 16 wherein the at least one knowledge base is resident on a storage medium co-located with at least one of the one or more processors.

20. (new) The computer program product of claim 16 wherein the at least one knowledge base is resident on a corporate server.

21. (new) The computer program product of claim 16 wherein the at least one knowledge base is remotely accessed.

22. (new) The computer program product of claim 16 wherein the at least one knowledge base is a patent collection that is remotely accessed.

23. (new) The computer program product of claim 16 wherein the program has a portion or portions for accessing a plurality of knowledge bases that are selected from;

      at least one knowledge base resident on a storage medium co-located with at least one of the one or more processors,

at least one knowledge base on a corporate server,

at least one knowledge base accessed by an internet link.

24. (new) The computer program product of claim 16 wherein the query is submitted to the at least one knowledge base without intervention by a user.

25. (new) The computer program product of claim 16 in which identification of the problem is done an analysis of functional relationships between components under consideration and the automatic reformulation as a query is done by translating a functional relationship into a natural language query.

26. (new) The computer program product of claim 16 in which the problem identification step is done by root cause analysis that establishes one or more nodes between events under consideration and the automatic problem reformulation step translates a node into a natural language query.

27. (new) The computer program product of claim 23 wherein at least one of said knowledge bases is a semantic analysis knowledge base.

28. (new) The method of claim 1 further comprising the step of presenting solution suggestions that result from searching of the one or more knowledge bases.